

1000

DD MMM YY

From: Commanding Officer, USS

To: Mrs.

Subj: APPOINTMENT AS OMBUDSMAN FOR USS

Ref: (a) OPNAVINST 1750.1F

Encl: (1) DD Form 2793

1. Pursuant to the guidance provided in reference (a), I appoint you as the Ombudsman for USS. I sincerely appreciate your patriotism and desire to assist the families of USS. With this appointment comes a great responsibility. First and foremost, a great amount of trust is placed in you to operate in the best interest of the command and its families. CONFIDENTIALITY is the highest priority when it comes to assisting our families. If you feel that counsel on a particular issue is required or desired and either myself or the Chief of the Boat is not available, you are to call my wife or the Executive Officer's wife in addition to the Fleet and Family Support Center Ombudsman. You are not to discuss matters with any others inside or outside the command, including past Ombudsmen.

2. Your appointment is planned to expire on or about. You or I may terminate the appointment in writing at any time, per the guidance contained in reference (a). Should I be relieved during your tenure, you should submit your resignation as a courtesy to the new Commanding Officer. You will be provided with the following items of support from this command in your assignment as Command Ombudsman:

a. Administrative supplies and/or funding to cover reimbursable items as set forth in paragraph 5.d.(6)(8) on page (8) of reference (a), as well in enclosure (6) of reference (a). Enclosure (6) provides a list of the forms, requirements, and procedures necessary for reimbursement. Per paragraph 6(a) of enclosure (6), reference (a), please sign enclosure (1) and return it to me. Once your term as Ombudsman is complete and you sign Part IV of the form, this command will keep the document on file for three years as required by reference (a).

b. A nametag.

c. An electronic copy of the Navy Family Ombudsman Manual, NAVPERS 15571A, as well as an electronic copy of reference (a).

3. Below is a list of issues that are important to me and will require your attention during your tenure as Ombudsman:

a. Commanding Officer Reportables. Please take special note of the following mandatory reportable items as outlined in reference (a), along with their reporting requirements. My expectation is that you will call me immediately when any of these issues come to your attention. If we are at sea, I will provide an avenue via the Squadron for you to contact me.

(1) All suspected child abuse/neglect;

(2) Alleged spouse abuse;

(3) Suspected/potential homicides, violence or life endangering situations;

(4) All suspected/potential suicidal risks;

(5) Uncontrolled or malicious rumors affecting the command;

(6) Repeated assistance calls that indicate a bigger problem exists requiring command intervention (i.e. financial, counseling);

(7) Any family situation which you feel should be brought to the command's attention.

b. Ombudsman Specifics.

(1) Command Roster. Coordinate with the Personnel Officer (YN1) to receive Command roster updates on a monthly basis or prior to the ship's underway, whichever is more frequent. The updates should include new arrivals as well as recent personnel transfers. Maintaining this roster up to date with the assistance of the Personnel Officer is one of your primary duties. Please note that this information is held by you in your capacity as Command Ombudsman, and contains private information which should not be disseminated to the public.

(2) Phone Tree. Develop phone tree procedures with my wife's concurrence and publish them in the Ombudsman newsletter so everyone knows how they will be contacted when information needs to be put out.

(3) Maintain and safeguard a master phone tree list with designated callers to ensure Command information can be efficiently passed. Maintaining this list up to date with the assistance of the CO and XO's spouses is one of your primary duties.

(4) Newsletter. My wife or I would like to review the Ombudsman Newsletter prior to publishing. We will let you know by phone or email once the newsletter is approved for distribution. In addition, communication with our families is a priority to me. If families are unable to receive an e-mail copy, postal delivery of the newsletter is required.

(5) Sponsor Program. Coordinate with the Chief of the Boat and the Personnel Officer to ensure you are included as an active participant in the boat's sponsor program. My goal is early contact with all newly arriving families so they become aware of Command resources, happenings and points of contact.

(6) Ombudsman Meetings. As a rule, I would like to meet with you and the Chief of the Boat at least quarterly when in-port. If the boat is at sea or deployed, these meetings will be handled via e-mail and phone calls from port visits.

(7) Squadron calls. As the Ombudsman, you are the ship's primary point of contact regarding schedule changes and personnel issues. When you interface with either Submarine **Squadron** or Submarine Group Two (receiving or making calls), coordinate with my wife and the XO's wife to ensure you have the necessary backup before passing Command Information. You will receive information sufficient within applicable security / classification parameters to make necessary schedule changes.

c. Family Readiness Group Guidance.

(1) Operational Security. Work with the Executive Board of the Family Readiness Group to define the requirements for inclusion of fiancés and girlfriends in the ship's schedule dissemination, in an effort to properly safeguard private information.

(2) Include the above policy in the Family Readiness Group (FRG) By-laws for my approval and periodically publish the policy in the Ombudsman Newsletter.

4. As always, please contact the Chief of the Boat, Executive Officer, or myself as questions arise. We are here to help resolve problems and ensure readiness at home and on the boat. Finally, I would like to invite your attention to enclosure (3) of reference (a), which lists the support services to be provided to you as an Ombudsman by the Fleet and Family Support Center.

Copy to:
COMSUBGRU TWO
COMSUB
FFSC Groton CT